



State of Utah

Product Description

Product Number: 4201.20.15

GENTAX®

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Product Owner: Tax Commission
Product Manager: Elaine Wood
Phone: 801-297-2707
E-mail: elainewood@utah.gov

The GenTax® application is a configurable integrated tax processing and revenue accounting software application. GenTax® is designed to support configuration of almost all aspects of the system, including returns, letters, penalty, interest, transactions, customer types, workflow, screen layouts, window flow, and much more. There are very few aspects of GenTax® that cannot be adapted to fit the way a tax agency runs its business.

It includes online user access, nightly batch processing job stream, interfaces to external applications, security management tools, a reporting database, application tuning tools, multiple environments (development, test, staging, and production), migration and change control tools, and a documentation tool. GenTax® is a VB.Net client server application with a SQLServer back-end database hosted at the Tax Commission data center. The application is installed on workstations at the Tax Commission including 3 remote offices in Hurricane, Provo and Ogden, the AG's Office and the State Department of Finance. Local governments have TAP access for Tax Research. In the future, the Department of Commerce may have online access as well.

The GenTax® Modules:

State of Utah

Product Description



Companion Products:

- Taxpayer Access Point (TAP)
- Discovery

International Fuel Tax Agreement (IFTA)

International Registration Plan (IRP)

The hours of support required for GenTax are listed below.

Application	Support Hours	Days of Week
GenTax – Production Support	8-5	Monday – Friday
Production Support (Murphy)	7:30 am to 4:30 pm	Monday – Friday
Nightly Batch Jobstream Support	5:00 pm to 5:00 am (or end of batch job stream)	Monday – Friday
Production Support during annual Legislative Session		Weekend and off hours as requested
Monthly Server Maintenance	6:00 pm to 10:00 pm	Sat after 3 rd Tues
Maintenance Downtime	12:30 am to 3:00 pm	Sunday

Product Features and Descriptions

Feature	Description
Core Processing	

State of Utah

Product Description

Registration	Allows users to do on-line registration of business entities, tax accounts and fleets for walk-in customer applications and mail-in registrations; performs auto-registration and account set up for OSBR (One Stop Business Registration) applications and from returns for certain tax types like income; identifies if owners/officers have other accounts with balances owing; determines and assigns filing frequency and tax filing requirements; issues licenses, and a summary of accounts to taxpayers.
Returns Issue	Generates returns and schedules for mailing to taxpayers; generates on the taxpayer account an expectation to file a return; executes annual filing frequency change jobs, makes periods available in TAP for filing.
Returns Processing	Accepts returns online, in online batches or from batch interfaces; performs line item and return edits; suspends returns in error for work; creates error correction letters; and updates returns to taxpayer accounts; allows reversal and redirection of return; keeps audit trail and history of changes, issues credentials (plates, decals, cab cards).
Non-Filers	Allows manual and automatic creation of non-filing estimates, sends letters and closes accounts.
Payments	Allows online batching of payments; accepts payments from various batch interfaces; tracks payment source, payment type, and coupon type; performs batch and payment edits; suspends payments for work; updates payments to taxpayer accounts; allows reversal and redirection of payments; keeps an audit trail and history of changes.
Financials / Transaction	Manages the financials for taxpayer accounts and periods; assesses penalty and interest; manages seller discount; shows balances; allows adjustments such as waivers and abatements; performs cross period offsets applying credits to other periods within the same account.
Refunds	Generates refunds; performs cross account transfers applying the refund to other accounts and periods for the same taxpayer; performs refund intercepts with approval, taking refunds or portions of refunds to transfer to other tax accounts and periods in other systems for the same taxpayer; sends refunds to Finance.
Revenue	Performs revenue and fund accounting activities; local and clearinghouse distributions.
Reporting	Generates reports for divisions, offices, accounting and administration to assist with the above features and the management of workflow and data integrity.
Collections	Performs taxpayer billing; generates liens/abstracts; files liens/abstracts with Courts; creates collection cases combining all debt for a taxpayer in a single collection case; allows for collection stages and risk scoring; allows tracking and handling of bankruptcy and garnishment activities; creates and manages payment agreements; manages non-payment personal assessment (NPPA) activities and tracking.



State of Utah	Product Description
Audit	Generates audits on accounts and for IFTA on local and foreign jurisdictions
Support Functions	
Work Items	Allows definition of work lists and work items, automatic based on processes, or manual; tracks user assigned.
Security	Security management integrated with application; allows definition of security groups, assignment of individuals to groups and access by group; allows password management.
Imaging	Integrated image repository; allows searching of images by key fields; viewing of images; error correction from image.
Letters	Tracks letters (ready, printed, mailed, invalid, reprint, etc.); allows specification of print groups for sorting and grouping of letters for mailing; stores copy of letter; allows searching by letter id.
Reports	Report development and definition tool; allows email or print of reports; data cubes.
Tools	Multiple environments (development, test, staging, production) and migration tools; testing tools, developer tools; documentation repository and tool; efficiency monitoring tools.
Companion Products	
Taxpayer Access Point (TAP)	TAP provides secure taxpayer self-service functions via the Internet. Taxpayers can view account status, inspect filing and payment history, and file and pay online.
Discovery	Discovery is used to manage data imported from external sources for the purpose of “discovering” opportunities for revenue recovery from non-registrants, non-filers, and under-reporters.
Property System (UCP)	Not included – UCP helps US state agencies meet their obligations under interstate agreements regarding unclaimed property administration.
International Fuel Tax Agreement (IFTA)	GenTax® specialized functions also support IFTA administration. As a service to our customers, we offer access to the latest IFTA Rates.

State of Utah

Product Description

Interfaces

GenTax processes electronic interface files received from / sent to the following to various other systems which perform Tax transactions via background or batch processes. These include:

State Supported Applications:

Tax Commission Applications

Wausau Financial Services Remittance Processing (receive payments, refund returns);

Viking Data Entry (receive returns);

ScanOptics Scanners and associated scanning software (receive returns & images);

J& B Scanners and associated scanning software (receive returns & images, send acknowledgements)

JELF (receive returns);

Refund Status IVR (send income refund status) ;

MVA (receive motor vehicle sales tax distribution transactions, send registration and address information);

SST Rates and Boundaries process (send sales tax rates extract)

UII Applications

UII OSBR (receive registrations);

Finance Applications

Finder (send income refunds, receive refund issued data),

FiNet (send sales refunds, send revenue/adjustments from daily tax transactions to State FINET accounts);

Courts

Liens (send liens/abstracts, receive errors);

ORS

ORS (receive account data requests, send requested data)

DWS

DWS CHIP (requests income data via GenTax web service)

State of Utah

Product Description

Interfaces cont.	<p>Non-State Supported Applications</p> <p>Chase (send ACH debit request payments, receive ACH debit request reversals);</p> <p>Wells Fargo (receive ACH credit payments);</p> <p>IRS (send and receive various tapes/files, receive MeF returns/payments);</p> <p>Local Government distribution systems (send distribution reports and data);</p> <p>Federal Management Systems TOP Program (send taxpayer offset requests and updates; receive offset payments);</p> <p>Third Party Collector systems - GC Services (send collection cases, demographic and payment info., return case requests; receive payments) and NCO (send collection cases, demographic and payment info, return case requests; receive payments);</p> <p>IFTA Clearinghouse (send jurisdiction, demographic and account balance data)</p> <p>IRP Clearinghouse (send jurisdiction fee and registration data)</p> <p>CVIEW (send T19 IFTA account file, send T20 IRPcarrier, send T21 IRP fleet ,send T22 IRP vehicle)</p> <p>VOLPE (receive Baseline, receive Carrier, receive Census, receive MCS150, receive Target files)</p> <p>SST National Registration (TaxWatch) (retrieve registrations)</p> <p>SST filers (CSPs, CASs) (receive returns/payments via our web service)</p> <p>Non-SST filers (in-state accounts) (receive returns/payments via our web service)</p>
Uptime	<p>GenTax is required to be up and operational during the hours that the Tax offices and/or the Tax Commission are open for business (8:00 am to 5:00 pm). The database is also required to be up for certain back-end processes that run during business off hours</p>
	<p>Production Support M-F 8:00 am to 5:00 pm</p> <p>Production online application available with DTS Production Support staff available – application developer(s), DBA, servers, desktop support, printer support, Help Desk</p>

State of Utah

Product Description

	<p><i>Production Support (Murphy)</i> M-F 7:30 am to 4:30 pm</p> <p><i>Nightly Batch Jobstream Support</i> M-F 5:00 pm to 5:00 am (or end of batch job stream)</p>	<p>DTS Production Support staff available –</p> <p>Nightly batch job stream runs – users need to be off the system (application data unreliable if users are accessing) – Nightly Batch Jobstream Support staff available</p> <ul style="list-style-type: none"> -USTC Computer Operator available to monitor the jobstream (start jobs, call on-call support staff (i.e. application developers, DBA, etc.) -Application developer(s) on-call (not currently doing all of this – Fast is covering) -DBA on-call -Server support -USTC Printer support
	<p><i>Production Support during annual Legislative Session</i> weekend and off hours as requested</p>	<p>Production online application available with DTS Production Support staff on-call – application developer(s), DBA, servers, desktop support, ...</p>
	<p><i>Monthly Server Maintenance</i> Sat after 3rd Tues 6:00 pm to 10:00 pm</p>	<p>Application downtime for production server maintenance and Microsoft patch updates</p>

State of Utah

Product Description

	<p><i>Maintenance Downtime</i> Sun 12:30 am to 3:00 pm</p>	GenTax Maintenance downtime – database maintenance, full backups
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Features Not Included

Feature	Explanation
User Training	DTS support does not include the updating of user training manuals or user training. The Tax Commission has a training group that provides this service.
Application Help Desk	DTS provides a technical help desk. USTC provides an application help desk.

Ordering and Provisioning

Users and/or DTS support personnel report application bugs and desired features or enhancements in TestTrack using SoloSubmit. These are then discussed and prioritized in a formal Priority process.

The Priority Committee is comprised of representatives from the Tax Commission Administration Division (with Business Analysts representing Processing and Auditing Divisions), Taxpayer Services Division, Motor Vehicle Enforcement Division, Division of Motor Vehicles and DTS/Tax. The Committee meets weekly to discuss new requests and reported bugs, prioritize them and assign them either to the current release or a future release. Once prioritized, requests are sent to Fast SQR product which is used for work assignment to developer, tracking for migration, and coordination of requests between Utah and Denver.

DTS Responsibilities

1. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
2. Ensure appropriate changes are made in other applications and interfaces to and from GenTax to keep them in sync with changes being made to the GenTax application. Coordinate testing with these ancillary systems.

State of Utah

Product Description

3. Assist GenTax Application Administrators in defining requirements for enhancements and legislative changes. Raise issues to Tax management when decisions need to be made related to how a change should be implemented from a business perspective.
4. Define technical requirements for enhancement requests and legislative changes.
5. Perform back-end database updates to fix bad data causing problems in the application.
6. Provide project management for GenTax Releases.
7. Perform the first round of testing and run DTS regression tests on GenTax migrations.
8. Communicate changes being made to the GenTax application to 3rd parties that interface with the GenTax application. Coordinate testing of the interfaces with these applications. 3rd Parties and other DTS State agencies that need to be made aware of changes include: (for list see Interfaces)
9. Evaluate proposed legislation with respect to its impact on the GenTax application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.
10. Maintain and/or manage other systems needed to support the GenTax application: Those DTS/Tax is responsible for include Remittance Processing (payments, refund returns), Scanners, Kofax and J&B software (returns, payments).
11. Provide Database support to ensure database instances are operating during hours when the application needs to be up and to run back-end and batch process for GenTax interfaces. (See DTS/Tax SQL Server support product).
12. Provide server hosting support for the various instances of the GenTax database needed to support the development, testing, staging and production environments and application, Reporting Database. (See DTS/Tax Infrastructure server support product).
13. Provide management and administration for 3rd party applications that support the DTS development and change management processes. This includes TestTrack (change request tracking and management).

Agency Responsibilities

1. Define business requirements for changes being requested in the GenTax application.
2. Request required reference table changes to support new transactions, forms and other approved changes for GenTax releases.
3. Report bugs discovered in the application in TestTrack. Identify what the user was doing when the bug occurred, any error messages encountered and steps to reproduce the problem.
4. Perform System Testing of each GenTax release, paying particular attention to bug fixes and requested enhancements that have been assigned to the release. Report any errors found using a STIR (System Test Interruption Report).



State of Utah

Product Description

5. Run user regression tests on each GenTax release and report any errors found on a STIR.
6. Evaluate quality of each GenTax release and give final approval to rollout the release.
7. Report production problems to a DTS GenTax support person.
8. Update training manuals to reflect changes being made to the application. Train GenTax users as necessary for rollouts of releases.
9. Develop and conduct training classes, on-going and for new rollouts and releases.
10. Create and distribute release notes to inform GenTax users of changes in upcoming releases.
- 11.
12. Provide an Application Help Desk for GenTax and TAP.
- 13.
14. Provide Operators for nightly jobstream and printing.

DTS Service Levels and Metrics

Hours of operation for GenTax application on-line operations are from 8:00 a.m. to 5:00 p.m. Monday through Friday. Batch processing windows vary during the month and are coordinated through the change management process within DTS-Tax.

GenTax Releases are deployed on time as agreed upon with Tax management.

GenTax releases are complete. They include all bug fixes and change requests identified as business drivers for the release and as many other priority 2, 3 and 4 requests as prioritized by the agency and that can be accomplished in the time allowed.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.



State of Utah

Product Description

Metric Description	Target
GenTax	99%

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.



State of Utah

Product Description

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied